

Podcasts | January 15, 2026

Legal AI in Practice: Firm Governance, Build vs. Buy Decisions, and Vendor Due Diligence

SPEAKERS

[Brett Mason](#) | [Leigh A. Zeiser](#)

In this episode of *The Good Bot*, Brett Mason sits down with Leigh Zeiser, director of AI and automation at Troutman Pepper Locke, to unpack how the firm operationalizes AI responsibly. They discuss the firm's AI portfolio — including Athena, the internal GPT-based chat agent — and the categories of tools used for research, drafting, eDiscovery, knowledge management, and workflow automation. The conversation covers the firm's evaluation framework and non-negotiables (security, accuracy, fit for purpose, and contractual safeguards), the tradeoffs of building versus buying, and why human oversight and line-by-line accuracy testing remain essential.

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